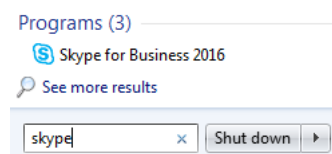


Guide to using Skype for Business

Skype for Business is a super-efficient way to connect with course mates/University staff and business partners! It's Microsoft's replacement for Office Communicator and it offers Instant Messaging, calling, and collaboration all rolled into one package.

Finding Skype for Business and Signing In

- 1 Click **Start** and type **Skype** into the Search box. Under the programs that appear click on **Skype for Business 2016**
- 2 Your sign-in address should automatically be entered and Skype for Business will login.

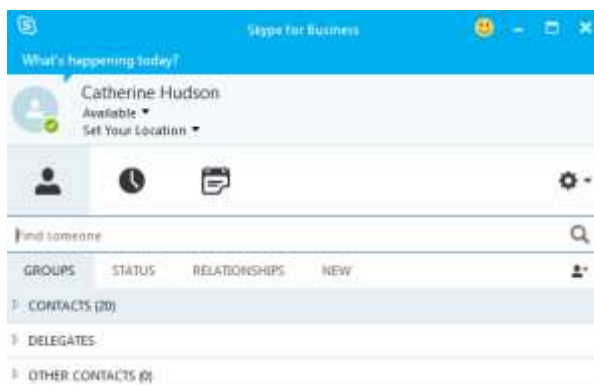


If it doesn't, enter your details in the following format:

- **Sign-in address:** Your University Email address
- **Password:** Your Northumbria password, this is the same one you use to login to your computer.

On the **Help Make Skype for Business Better** box click **No**

- 3 The Skype for Business main screen will open where you will be able to:




- Send Instant Messages.
- Make Audio and Video conference calls.
- Share content live so you can discuss and make notes in real-time.
- View today's calendar - Skype for Business will also change your status to show your availability to contacts.
- You can also run through the **Skype for Business Quick Tips demo** which will open on first sign in.

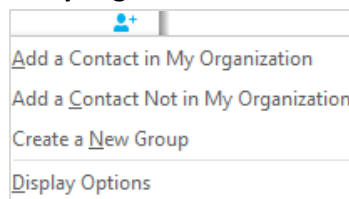
Adding to your Contacts Group

You should populate your Groups in Skype for Business so you can instant message, make calls and share content, just by clicking on their names.

You can add both course mates/University staff here at Northumbria and external contacts at other institutions and business - meaning Skype for Business really is the go-to collaboration tool.


To add Northumbria course mates/University staff:

- 1 Click the  icon to the side of the menu line and select **Add a Contact in My Organisation**



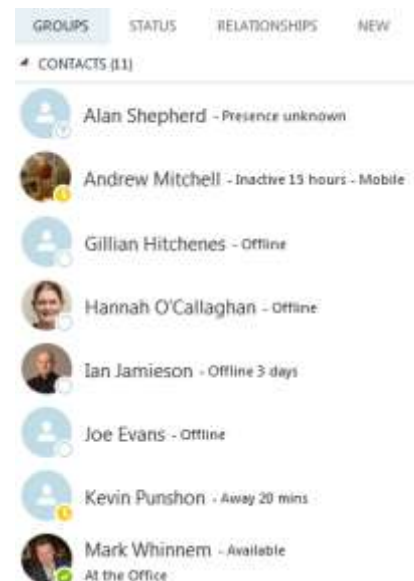
- 2 Enter their name in the **Find Someone** box - a list will appear as you type trying to match the name
- 3 When you've found the right person, right-click and select **Add to Contacts List**
- 4 The new entry will show in your **Groups** list.

To add external contacts:

- 1 Click the  icon to the side of the menu line and select **Add a Contact not in My Organisation > Other**

TIP: If you have contacts from another version of Skype for Business, you can add them in: see [How to transfer contacts](#)

- 2 In the **IM Address** field enter their email address. Select which **Contact Group** you'd like them to sit in and click **OK**
- 3 Your new contact will appear as **Pending** in your **Groups** list (or specific list you set) and they will receive an email asking them to approve your request.



Keeping your contacts organised

As your Skype for Business contacts list builds you may find that the default **Groups** view isn't manageable.

Switch to the **Status** view which sorts your contacts by their "Availability"; you'll see who is **Online** at the top and it updates continuously:

Available	Available and logged into a computer
In a meeting	Calendar has person scheduled to be in a meeting at this time
In a call	On a Skype for Business call
Away	Away from desk and computer is locked
Inactive	Away from their desk but their computer isn't locked
Offline	Logged off
Unknown	Yet to use Skype for Business

GROUPS STATUS RELATIONSHIPS

▲ ONLINE

- Dinesh Chaddah - Available - Video Capable
- Ian Jamieson - In a meeting
- Kevin Punshon - Available
- Matthew Hughes - In a call

▲ AWAY

- Craig Smith - Away 5 mins
- Joe Evans - Inactive 5 mins
- Kristen McCartney-Bulmer - Away 3 hours
- Sylvie Fortin - Away 30 mins

▲ UNAVAILABLE

- Alan Shepherd - Offline
- Denise Kerr - Offline 3 hours

To remove people from your Contacts List:

1 Locate the person in your Contacts List and right-click on their name

2 There are several actions available to you:

- To remove the person entirely, click **Remove from Contacts List**
- To remove the person from their current group, click **Remove from Group** - the person will show at the bottom of your lists in the generic Group list
- To move the person from one group to another, select **Move Contact To** and then select the new group you want them to move to.

Move Contact To ▶

Remove from Group

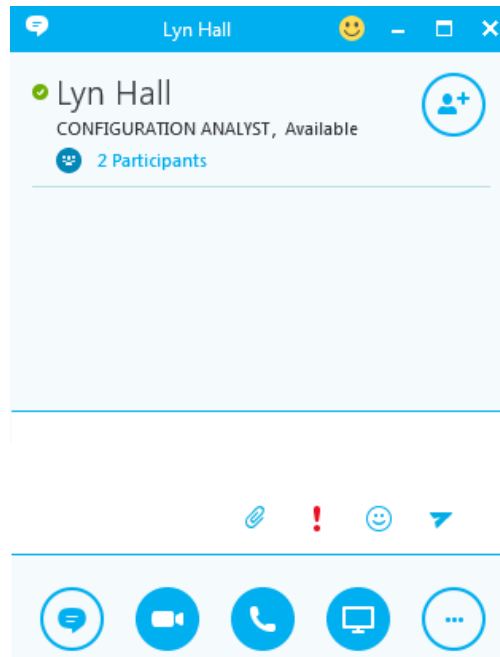
Remove from Contacts List

Sending Instant Messages

Skype for Business instant messaging is a great alternative to email for quick messages. It's also a great way to share files and photos to a group and get instant feedback, rather than waiting for emails back and forth.

To send an Instant Message

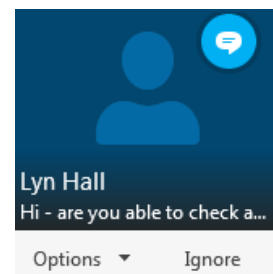
- 1 Find your contact in the list and double-click on their name
 - Ideally the person should be **Online**.
 - If the person is set to an **Away** status they may take time to reply to your message.
 - If they are **Unknown** or **Unavailable** they won't receive a message
- 2 An additional box will appear on the page - this is where you will 'hold' your conversation
- 3 To send them a message, start typing in the white box and hit enter on your keyboard. What you've written will appear in the box above, along with replies
- 4 If you'd like to share files with your contact, click the paperclip icon and locate the file you'd like to send them
- 5 You can use emoticons in your message - click on the smiley face icon 😊 and select the one you would like to use
- 6 In your instant message you'll notice there is a **Present** option - this can be used if you want to show people something e.g. your Desktop, Notes, Programs



Please see the section **Using the Present function in Skype for Business** later in this guide for tips on using this.


How you'll know if you've been sent an Instant Message

- 1 A pop up will appear in the bottom right-hand corner of your screen to show that someone has sent a message
- 2 If the Instant Message window is still open, the Skype for Business icon in your Taskbar will flash and change colour to show that someone has sent a reply.



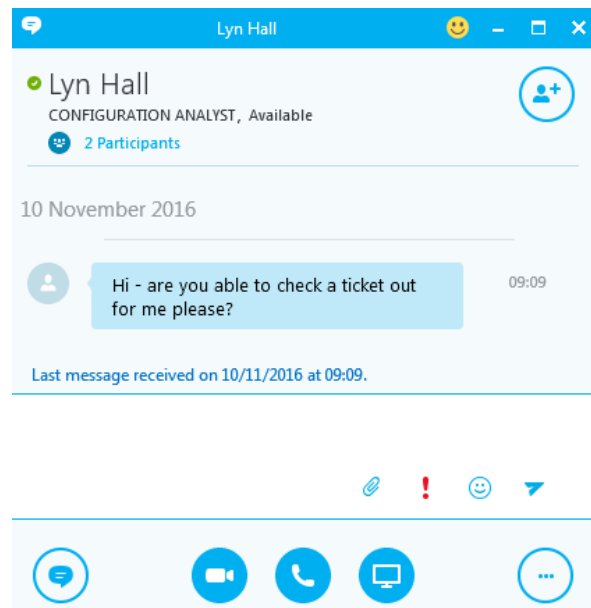
To turn an existing conversation into a group conversation

During a conversation, you may find that another contact would benefit from being involved - you can do this without needing to open a fresh window.

- 1 In your conversation window you'll see the option to **Invite More People** . Click on this and a box will appear allowing you to search the contact(s) you'd like to add to your conversation


- 2 Select the contact(s) and click **OK**

- 3 The new contact(s) will receive a pop-up invitation to the conversation.



Setting up a new group conversation


Skype for Business lets you send an Instant Message and start a conversation with multiple contacts – saving you the need to have multiple windows and conversations going at the same time.

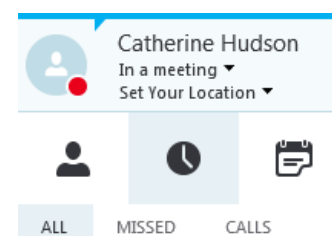
- 1 Find your contact in the list and double-click on their name to open a conversation window
- 2 Click on the option to **Invite More People** . A box will appear allowing you to search the contact(s) you would like to include in the conversation and click **OK**
- 3 Type your first message in the white box and hit enter on your keyboard
- 4 Contacts will receive a pop-up inviting them to read and reply to your conversation.

Retrieving previous conversations in Skype for Business

Skype for Business saves your Instant Message conversations, so if there was something mentioned in a conversation that you need to recall, you can retrieve it.

We saved this conversation. You'll see it soon in the Conversations tab in Skype for Business and in the Conversation History folder in Outlook.

- 1 Open Skype for Business and select the **Conversations** icon 
- 2 You can then see all the conversations you've recently had and if you'd like to pick up the conversation again, you can open it and start typing
- 3 Your contact will receive a pop-up to let them know you've contacted them.



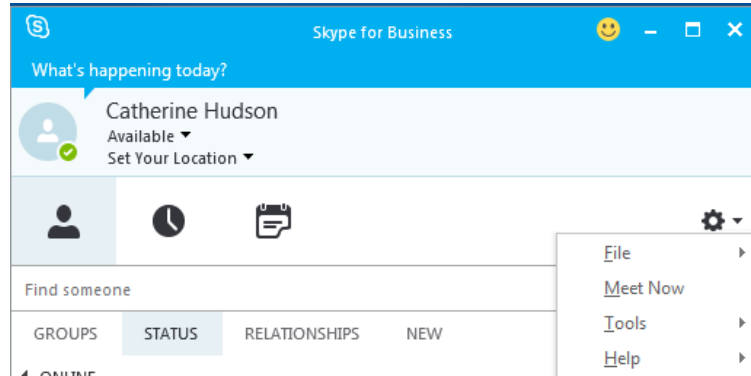
Setting up a Skype for Business Meeting

Skype for Business allows you to initiate both an instant meeting and plan a future meeting.


Instant Skype for Business Meeting (Meet Now)

1 Open Skype for Business and locate the cog towards the top-right of the screen

2 Click on the down-facing arrow and select **Meet Now**



3 A box will appear asking you to confirm if you want to **Join Meeting Audio** - click **OK** and you'll be able to choose the Audio and Video options. If you don't have audio or video capabilities, select the **Don't join audio** option before clicking **OK**

4 Click on the option to **Invite More People** . A box will appear allowing you to search the contact(s) you would like to include in the conversation and click **OK**

5 Type an initial message in the white box and hit enter on your keyboard and your contacts will receive a pop-up inviting them to your meeting where you can chat and collaborate.

Future Skype for Business Meeting (using Outlook)

1 Open Outlook and click **New Items > Skype Meeting**

2 Setup your meeting as you would for a 'regular' meeting - enter date and times

3 In the **To** field you can enter both Northumbria and external contacts for your meeting - picking them from the Northumbria Address Book or your Personal Address Book

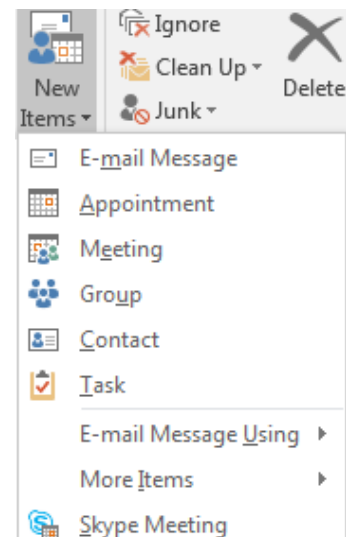
4 In the body of the invite you'll see that there is a link for recipients to click and access the Skype meeting on your date and time

→ [Join Skype Meeting](#)

This is an online meeting for Skype for Business, the professional meetings and communications app formerly known as Lync.


5 You can add additional information (e.g an agenda) and any necessary attachments you'd like people to read before the meeting

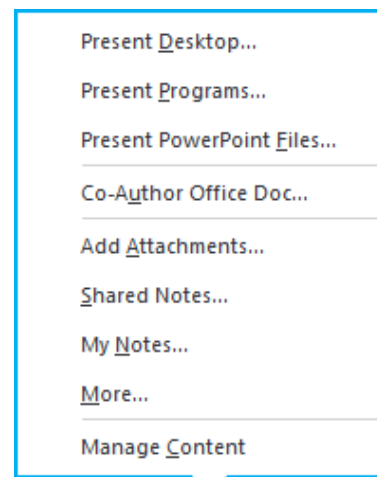
6 Click **Send** - recipients will receive the invite to add to their calendar.



Using the Present function in Skype for Business

The **Present** function in Skype for Business allows you to take over the Skype conversation or meeting and demonstrate something to the other participants.

- 1 From inside your current Skype for Business conversation or meeting, click the **Present** button 
- 2 You'll be given options on what you'd like to present
- 3 Select the item(s) you want to present to participants and you'll all be able to view and comment within Skype for Business.








Skype for Business Audio and Video Calls


You can make a voice or video call to anyone on Skype for Business. To do this you will need a microphone and/or webcam as appropriate as will the participants.

To start a Skype for Business call, find the person you want to call from your contact list and click once on their name.

Important before continuing: You should check the “status” icons displayed next to your colleague’s name – this will show you if you can/can’t start a voice/video Call.


Green tick		It means they're on Skype for Business and you can call them for free.
Red Dot		This person is Busy/In a Meeting/In a Call right now
Yellow Clock		This person is away from their computer right now
Purple arrow		This person has their out of office on and is unlikely to pick up your call
Empty circle		This person isn't using Skype for Business

Making an Audio/Voice Call

- 1 Click the **Call** button . The screen will change colour and you'll hear ringing until the other person answers

If you don't hear the other person, or they can't see or hear you, take a look at [Skype's call quality guide](#) for advice on troubleshooting

- 2 If you want to send a file during your call, click the plus icon and select **Send files**

- 3 At the end of the call, click the End call button **End call** button  to hang up.

Making a Video Call

1 Open Skype for Business and find your contact in your Contacts list

2 When you hover over your contact's picture, a menu will appear



Click the **Video** icon



3 An alert will pop up on your contact's screen for them to accept

4 When the video call is accepted, the conversation window expands to display the video. Use the views and controls, such as mute/unmute, as needed.

Ending a Skype for Business Call


During an Audio or Video call, you can do any of the following, at any time:

1 To end the call, close the window, or click the hang up button.



2 To stop showing your video, point to the camera icon, and click **End Video**. The audio will continue.

IT Support - open 24 hours, 365 days a year

Email	it.helpline@northumbria.ac.uk
Phone	0191 227 4242
Chat	northumbria.ac.uk/itchat
	twitter.com/NorthumbriaIT